

Gwynedd Council Adults and Children's Services

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider: Gwynedd Council Adults and Children's Services

Provider summary

The provider was registered on:	16/08/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	<p>The TNA process took place in October 2023 in order to plan for the 2024/25 training program. The training program includes induction, mandatory training, issues arising from inspections and complaints, issues identified as part of the TNA process, and relevant legislative developments. The training program can be viewed on the Workforce Development Partnership website (llyw.cymru).</p> <p>Qualifications</p> <p>Ongoing monitoring takes place throughout the year in order to identify staff qualification needs.</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>104 events have been attended in order to promote the field of Care. This includes events from various partners such as Careers Wales, Bangor University, Further Education Colleges.</p> <p>Site visits were organized. These site visits are coordinated by the workforce development team, and the care homes, Learning Disabilities Day Services, Hafan Y Sêr have agreed to take groups on site visits. Three visits have taken place for local Health students who report it as being beneficial.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Golygfa'r Gest	Care Home Service	Childrens Home
Bryn Blodau	Care Home Service	Adults Without Nursing
Cefn Rodyn	Care Home Service	Adults Without Nursing
Hafod Mawddach	Care Home Service	Adults Without Nursing
Llys Cadfan	Care Home Service	Adults Without Nursing
Plas Gwilym	Care Home Service	Adults Without Nursing
Plas Hafan	Care Home Service	Adults Without Nursing
Plas Hedd	Care Home Service	Adults Without Nursing
Plas Maesincla	Care Home Service	Adults Without Nursing
Plas Ogwen	Care Home Service	Adults Without Nursing
Plas Pengwaith	Care Home Service	Adults Without Nursing
Plas Y Don	Care Home Service	Adults Without Nursing
Tan Y Marian	Care Home Service	Adults Without Nursing
Y Frondeg	Care Home Service	Adults Without Nursing
Hafan Y Sêr	Care Home Service	Childrens Home
Gwynedd Domiciliary Care Services - Older People, Supported Living & DERWEN	Domiciliary Support Service	None
Cynllun Cysylltu Bywydau	Adult Placement Service	None

Service: Plas Gwilym

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Maximum number of places	27
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Rhion GlynA maximum of 27 individuals can be accommodated at this serviceGwynedd Council is registered to provide a Care Home Service at Plas Gwilym PLAS GWILYM, VICTORIA ROAD, CAERNARFON LL54 6HD
How many people in total did the service provide care and support to during the last financial year?	47

Service management

Responsible Individual(s)	Rhion Glyn
Manager(s)	Sharron Jones

Service contact details

Service Telephone Number	01286880442
Service Contact Email Address	sharronjones@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Picture Exchange Communication System (PECS)Assistive TechnologyNon-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceNumber of bathrooms with assisted bathing facilities: 4Number of bedrooms with en-suite facilities: 0Number of communal lounges: 3Number of dining rooms: 2Number of shared bedrooms: 0Number of single bedrooms: 27Outdoor seating / entertainment area
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Engagement with people using the service

<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods were used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, professionals, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home</p>

Compliance and quality statement

Inspected - Delivering Quality Care During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide
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safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1059.47
The maximum weekly fee payable during the last financial year?	£1059.47

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	25
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	31	0
Domestic staff	1	0
Catering staff	4	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	No staff have yet completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	All staff have completed	No staff have yet completed
Senior Care Worker	All staff have completed	No staff have yet completed
Care Worker	All staff have completed	No staff have yet completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	13	18	0
Domestic staff	1	0	0
Catering staff	3	1	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	0	31
Domestic staff	0	1
Catering staff	1	3

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	1
Care Worker	20	11
Domestic staff	1	0
Catering staff	2	1

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	12 hr shift 4 on day shift as rota 3 on late/night as rota
Care Worker	12 hr shift 4 on day shift as rota 3 on late/night as rota

Service: Bryn Blodau

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	16/08/2019
Maximum number of places	41
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Rhion GlynA maximum of 41 individuals can be accommodated at this serviceGwynedd Council is registered to provide a Care Home Service at Bryn Blodau BRYN BLODAU RESIDENTIAL HOME, FFESTINIOG, BLAENAU FFESTINIOG LL41 4LW
How many people in total did the service provide care and support to during the last financial year?	37

Service management

Responsible Individual(s)	Rhion Glyn
Manager(s)	Sharon Keywood

Service contact details

Service Telephone Number	01766762621
Service Contact Email Address	sharonkeywood@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 6Number of bedrooms with en-suite facilities: 19Number of communal lounges: 10Number of dining rooms: 2Number of shared bedrooms: 0Number of single bedrooms: 41On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Phone pointQuiet areasResidents' kitchenette / communal kitchenShop on the premisesTV pointWheelchair access

Engagement with people using the service

The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to
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the arrangements in place in terms of monitoring and review. There is therefore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods were used: Residents' Meetings / and where suitable with familiesB Suggestion Boxes Questionnaires for residents, families, representatives, professionals, commissioners and staff RI conversations with residents of the home. The Area Manager's conversations with residents of the home.

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1059.47
The maximum weekly fee payable during the last financial year?	£1059.47

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	29
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Senior Care Worker	2	0
Care Worker	55	0
Domestic staff	3	0
Catering staff	1	2
Other Staff	2	2

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	No staff have yet completed	Working towards all staff completing
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	Working towards all staff completing	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	No staff have yet completed	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	No staff have yet completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group
Domestic staff	Not relevant to this staff group	No staff have yet completed
Catering staff	No staff have yet completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	2	0	0
Senior Care Worker	2	0	0
Care Worker	29	26	0
Domestic staff	2	1	0
Catering staff	1	0	0
Other Staff	1	1	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	0
Senior Care Worker	2	0
Care Worker	29	26
Domestic staff	3	0
Catering staff	1	0
Other Staff	2	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	2	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Dydd 7.15 - 7.45, Nos 7.45 - 7.15am
Care Worker	Dydd 7.15 - 7.45, Nos 7.45 - 7.15am

Service: Hafan Y Sêr

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	21/01/2020
Maximum number of places	6
Service Conditions	<ul style="list-style-type: none">• A maximum of 6 individuals can be accommodated at this service• The responsible individual for this service is Aled Wyn Gibbard
How many people in total did the service provide care and support to during the last financial year?	43

Service management

Responsible Individual(s)	Aled Gibbard
Manager(s)	Sian Catrin Williams

Service contact details

Service Telephone Number	01766772147
Service Contact Email Address	SianCatrinWilliams@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	<ul style="list-style-type: none">• British Sign Language
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Objects of reference• Picture Exchange Communication System (PECS)• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Makaton• Social Stories• Assistive Technology

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 4• Number of bedrooms with en-suite facilities: 6• Number of communal lounges: 3• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 6• On-site parking• Outdoor play area• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• Wheelchair access• Wildlife / domesticated animals

Engagement with people using the service

Questionnaires sent out every year to receive feedback.-Receive feedback before any child/young person's stay in the Unit. The form asks for any feedback following the child/young person's previous stay.-Consultation held by Y Bont external company. Consultation commissioned as required.

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1059.47
The maximum weekly fee payable during the last financial year?	£1059.47

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	22
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	33	1
Domestic staff	1	0
Catering staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	Not relevant to this staff group
Catering staff	No staff have yet completed	No staff have yet completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	Working towards all staff completing	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	12	21	0
Domestic staff	1	0	0
Catering staff	0	1	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	7	26
Domestic staff	1	0
Catering staff	1	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	0	1
Care Worker	14	19
Domestic staff	0	0
Catering staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	1
Catering staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2 Weithwyr preswyl ar shifft dydd a nos, lefelau staffio yn cael ei trefnu yn unol ag anghenion yr unigolyn
Care Worker	2 Weithwyr preswyl ar shifft dydd a nos, lefelau staffio yn cael ei trefnu yn unol ag anghenion yr unigolyn

Service: Plas Hafan

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/09/2019
Maximum number of places	30
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Rhion GlynA maximum of 30 individuals can be accommodated at this serviceGwynedd Council is registered to provide a Care Home Service at Plas Hafan, Ffordd Dewi Sant, Nefyn LL53 6EA
How many people in total did the service provide care and support to during the last financial year?	44

Service management

Responsible Individual(s)	Rhion Glyn
Manager(s)	Ceri Aikman, Michelle Jones

Service contact details

Service Telephone Number	01758720671
Service Contact Email Address	michellejones@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Non-formal communication (e.g. body language, facial expressions)Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportClose to local shops / amenitiesGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceNumber of bathrooms with assisted bathing facilities: 4Number of bedrooms with en-suite facilities: 0Number of communal lounges: 6Number of dining rooms: 4Number of shared bedrooms: 0Number of single bedrooms: 30Outdoor seating / entertainment area

Engagement with people using the service

<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods were used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, professionals, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home</p>

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1059.47
The maximum weekly fee payable during the last financial year?	£1059.47

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	30
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	30	4
Domestic staff	5	0
Catering staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	All staff have completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	22	8	0
Domestic staff	4	1	0
Catering staff	1	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	8	22
Domestic staff	1	4
Catering staff	1	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	19	11
Domestic staff	2	0
Catering staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	3
Catering staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Fel Gweithwyr Gofal
Care Worker	7.30YB - 1.30/3YP 1.30/3YP - 10YP 10YP-7.45YB Ochr preswyl – 3 x staff dydd, 3 x staff nos. EMI – 2 x staff dydd, 1 x staff nos

Service: Plas Maesincla

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Maximum number of places	23
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Rhion GlynA maximum of 23 individuals can be accommodated at this serviceGwynedd Council is registered to provide a Care Home Service at Plas Maesincla PLAS MAESINCLA, CAERNARFON LL55 1DB
How many people in total did the service provide care and support to during the last financial year?	34

Service management

Responsible Individual(s)	Rhion Glyn
Manager(s)	Susan Evans

Service contact details

Service Telephone Number	01286672507
Service Contact Email Address	susanevans@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Non-formal communication (e.g. body language, facial expressions)Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 3Number of bedrooms with en-suite facilities: 19Number of communal lounges: 4Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 23On-site parkingOutdoor seating / entertainment areaQuiet areasResidents' kitchenette / communal kitchenSensory areasShop on the premisesTV pointWheelchair accessWildlife / domesticated animals

Engagement with people using the service

The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to
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the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods were used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, professionals, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1059.47
The maximum weekly fee payable during the last financial year?	£1059.47

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	24
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	31	2
Domestic staff	1	0
Catering staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	No staff have yet completed	Not relevant to this staff group
Catering staff	No staff have yet completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	17	0	0
Domestic staff	1	0	0
Catering staff	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	14
Domestic staff	0	0
Catering staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	8	23
Domestic staff	0	1
Catering staff	1	2

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	0	0
Care Worker	25	0
Domestic staff	0	0
Catering staff	2	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	1	0
Care Worker	3	0
Domestic staff	0	1
Catering staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	07.30-7.30 5 staff
Care Worker	5 day staff 7:30-7:30 or 7:30-3 or 3-10, 3 night staff 7:15pm-07:45am

Service: Plas Ogwen

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Maximum number of places	27
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Rhion GlynA maximum of 27 individuals can be accommodated at this serviceGwynedd Council is registered to provide a Care Home Service at Plas Ogwen Pant Road, Bethesda LL57 3PW
How many people in total did the service provide care and support to during the last financial year?	31

Service management

Responsible Individual(s)	Rhion Glyn
Manager(s)	Sharon Williams

Service contact details

Service Telephone Number	01248600752
Service Contact Email Address	sharonwynnewilliams@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Assistive TechnologyNon-formal communication (e.g. body language, facial expressions)Social StoriesTotal CommunicationVisual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportGarden(s)Internet accessLaundry serviceNumber of bathrooms with assisted bathing facilities: 4Number of bedrooms with en-suite facilities: 0Number of communal lounges: 5Number of dining rooms: 4Number of shared bedrooms: 0Number of single bedrooms: 27On-site parkingOutdoor seating / entertainment areaWheelchair access

Engagement with people using the service

<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods were used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, professionals, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home</p>

Compliance and quality statement

Inspected - Areas for Improvement

Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.

We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1059.47
The maximum weekly fee payable during the last financial year?	£1059.47

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	27
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	29	0
Domestic staff	1	0
Catering staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	15	14	0
Domestic staff	1	0	0
Catering staff	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	3	26
Domestic staff	1	0
Catering staff	2	1

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	1
Senior Care Worker	1	0
Care Worker	14	7
Domestic staff	1	0
Catering staff	2	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Nos - 9.45-7.30yb, shifftiau bore 5 staff, shifftiau prynhawn 4 staff, shifftiau nos 2 staff a un yn cysgu
Care Worker	Nos - 9.45-7.30yb, shifftiau bore 5 staff, shifftiau prynhawn 4 staff, shifftiau nos 2 staff a un yn cysgu

Service: Hafod Mawddach

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Maximum number of places	31
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Rhion GlynA maximum of 31 individuals can be accommodated at this service.Gwynedd Council is registered to provide a Care Home Service at Hafod Mawddach Marine Road, Barmouth LL42 1NW
How many people in total did the service provide care and support to during the last financial year?	58

Service management

Responsible Individual(s)	Rhion Glyn
Manager(s)	Alexandra Campbell

Service contact details

Service Telephone Number	01341280053
Service Contact Email Address	alexandracampbell@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Non-formal communication (e.g. body language, facial expressions)Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)Picture Exchange Communication System (PECS)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportClose to local shops / amenitiesGarden(s)Internet accessLaundry serviceNear public transportNumber of bathrooms with assisted bathing facilities: 5Number of bedrooms with en-suite facilities: 24Number of communal lounges: 5Number of dining rooms: 6Number of shared bedrooms: 0Number of single bedrooms: 31Outdoor seating / entertainment area

Engagement with people using the service

<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods were used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, professionals, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home</p>

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1059.47
The maximum weekly fee payable during the last financial year?	£1059.47

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	31
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	34	3
Domestic staff	2	0
Catering staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	No staff have yet completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	All staff have completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	All staff have completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	No staff have yet completed	No staff have yet completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	Not relevant to this staff group
Deputy Manager	No staff have yet completed	Not relevant to this staff group
Senior Care Worker	No staff have yet completed	Not relevant to this staff group
Care Worker	No staff have yet completed	Not relevant to this staff group
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	22	12	0
Domestic staff	2	0	0
Catering staff	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	2	32
Domestic staff	0	2
Catering staff	2	1

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	16	18
Domestic staff	1	0
Catering staff	3	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	1
Catering staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Fel Gweitwyr Gofal
Care Worker	5 Gofalwr Bore, 4 Gofalwr Prynawn, 2 trwy dydd, 4 Staff Nos, 2 Gegin, 1 Glanhawr

Service: Golygfa'r Gest

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	19/12/2025
Maximum number of places	2
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Aled Wyn GibbardA maximum of 2 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	2

Service management

Responsible Individual(s)	Aled Gibbard
Manager(s)	Shelley Williams

Service contact details

Service Telephone Number	01766 771000
Service Contact Email Address	ShelleyLouiseWilliams@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Welsh
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Assistive TechnologyVisual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportClose to local shops / amenitiesGarden(s)Internet accessLaundry serviceNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 1Number of communal lounges: 3Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 4Outdoor play areaOutdoor seating / entertainment areaSensory areas

Engagement with people using the service

<p>Golygfa'r Gest promotes strong participation and open communication. Young people share their views through monthly meetings and a new online system accessed via QR code or link, which will continue to develop. Staff encourage open dialogue, ensuring young people feel listened to and supported. Independent advocacy is available, with information displayed throughout the home. Staff and parents are also consulted about the service. Monthly team meetings and regular supervision allow staff to reflect and contribute to improvements. Parents' views are valued, and the online feedback system will soon be extended to them to support ongoing communication.</p>
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Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <p>Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their</p>

needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1059.47
The maximum weekly fee payable during the last financial year?	£1059.47

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	2
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	6	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Care Worker	6	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Care Worker	6	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Care Worker	3	3

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Daytime rota varies, nighttime staff sleeps in

Service: Llys Cadfan

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Maximum number of places	33
Service Conditions	<ul style="list-style-type: none">• A maximum of 33 individuals can be accommodated at this service• The responsible individual for this service is Rhion Glyn• Gwynedd Council is registered to provide a Care Home Service at Llys Cadfan Llys Cadfan, Brynhyfryd Road, Tywyn LL36 9HG
How many people in total did the service provide care and support to during the last financial year?	72

Service management

Responsible Individual(s)	Rhion Glyn
Manager(s)	Katey McMullen

Service contact details

Service Telephone Number	01654710257
Service Contact Email Address	kateylouisemcmullen@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Picture Exchange Communication System (PECS)• Makaton• Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Close to local shops / amenities• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 5• Number of communal lounges: 5• Number of dining rooms: 5• Number of shared bedrooms: 0• Number of single bedrooms: 33• Outdoor seating / entertainment area

Engagement with people using the service

<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods were used: Residents' Meetings / and where suitable with familiesB Suggestion Boxes Questionnaires for residents, families, representatives, professionals, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home</p>
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Compliance and quality statement

Inspected - Areas for Improvement
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Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.

We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1059.47
The maximum weekly fee payable during the last financial year?	£1059.47

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	39
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	2	0
Care Worker	39	1
Domestic staff	4	0
Catering staff	4	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	No staff have yet completed	No staff have yet completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	No staff have yet completed	No staff have yet completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	No staff have yet completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	Not relevant to this staff group
Catering staff	No staff have yet completed	No staff have yet completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	Not relevant to this staff group
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	No staff have yet completed	Not relevant to this staff group
Care Worker	No staff have yet completed	Not relevant to this staff group
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	No staff have yet completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	2	0	0
Senior Care Worker	2	0	0
Care Worker	23	16	0
Domestic staff	1	3	0
Catering staff	4	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	2	0
Care Worker	23	16
Domestic staff	1	3
Catering staff	2	2

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	2	0
Care Worker	20	18
Domestic staff	2	0
Catering staff	2	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	As Care Staff
Care Worker	11.5 Night 4 staff, 12hrs day 7 staff, 8hrs day centre 1 staff, 7.5hrs kitchen staff

Service: Plas Hedd

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	16/09/2019
Maximum number of places	28
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Rhion GlynA maximum of 28 individuals can be accommodated at this serviceGwynedd Council is registered to provide a Care Home Service at Plas Hedd, Penrhyn Avenue, Maesgeirchen, Bangor LL57 1LT
How many people in total did the service provide care and support to during the last financial year?	38

Service management

Responsible Individual(s)	Rhion Glyn
Manager(s)	Carys Owen

Service contact details

Service Telephone Number	01248351827
Service Contact Email Address	carysowen2@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Assistive TechnologyNon-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportClose to local shops / amenitiesHairdressing / beauty servicesInternet accessLiftsNumber of bathrooms with assisted bathing facilities: 3Number of bedrooms with en-suite facilities: 2Number of communal lounges: 3Number of dining rooms: 3Number of shared bedrooms: 0Number of single bedrooms: 27On-site parkingOutdoor seating / entertainment areaResidents' kitchenette / communal kitchen

Engagement with people using the service

<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods were used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, professionals, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home</p>

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1059.47
The maximum weekly fee payable during the last financial year?	£1059.47

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	28
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	30	0
Domestic staff	1	1
Catering staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	All staff have completed	No staff have yet completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	No staff have yet completed	All staff have completed
Catering staff	No staff have yet completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	Not relevant to this staff group
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	30	0	0
Domestic staff	1	0	0
Catering staff	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	1	29
Domestic staff	0	1
Catering staff	1	2

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	25	5
Domestic staff	0	0
Catering staff	3	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	1
Catering staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Fel Gweithwyr Gofal
Care Worker	7.30 - 3pm, 2.30-10pm,10pm-7.45am

Service: Tan Y Marian

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/09/2019
Maximum number of places	9
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Mari Wynne Jones• A maximum of 9 individuals can be accommodated at this service• Gwynedd Council is registered to provide a Care Home Service at Tan Y Marian, Morfa Garreg, Pwllheli LL55 5BB
How many people in total did the service provide care and support to during the last financial year?	9

Service management

Responsible Individual(s)	Mari Jones
Manager(s)	Ceri Cotgrove

Service contact details

Service Telephone Number	01758613810
Service Contact Email Address	cericotgrove@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 2• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 9• On-site parking• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• TV point• Wheelchair access

Engagement with people using the service

Small home that is able to discuss with service users personally anything arising within the home Advocacy available and promoted We work closely with the Learning Disability multi-disciplinary and nursing teams We hold regular discussions with families

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1059.47
The maximum weekly fee payable during the last financial year?	£1059.47

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	21
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Deputy Manager	2	0
Senior Care Worker	2	0
Care Worker	25	0
Domestic staff	1	0
Catering staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	All staff have completed	No staff have yet completed
Senior Care Worker	All staff have completed	No staff have yet completed
Care Worker	All staff have completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	2	0	0
Deputy Manager	2	0	0
Senior Care Worker	2	0	0
Care Worker	21	4	0
Domestic staff	1	0	0
Catering staff	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	1
Deputy Manager	2	0
Senior Care Worker	2	0
Care Worker	8	17
Domestic staff	0	1
Catering staff	1	2

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	1
Deputy Manager	2	0
Senior Care Worker	2	0
Care Worker	17	2
Domestic staff	1	0
Catering staff	2	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	6
Domestic staff	0	0
Catering staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7.15am - 3.15pm, 3pm -10pm, 9.45pm - 7.30am, 5 working am, 4 working pm, 2 on nights and 1 sleeping in
Care Worker	7.15am - 3.15pm, 3pm -10pm, 9.45pm - 7.30am, 5 working am, 4 working pm, 2 on nights and 1 sleeping in

Service: Cefn Rodyn

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/09/2019
Maximum number of places	21
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Rhion GlynA maximum of 21 individuals can be accommodated at this service.Gwynedd Council is registered to provide a Care Home Service at Cefn Rodyn, Maes Caled, Dolgellau LL40 1UG
How many people in total did the service provide care and support to during the last financial year?	45

Service management

Responsible Individual(s)	Rhion Glyn
Manager(s)	Tracey Gardener

Service contact details

Service Telephone Number	01341422975
Service Contact Email Address	traceygardener@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Writing (Paper / Whiteboards)Picture Exchange Communication System (PECS)Non-formal communication (e.g. body language, facial expressions)Social StoriesVisual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLibraryNumber of bathrooms with assisted bathing facilities: 5Number of bedrooms with en-suite facilities: 21Number of communal lounges: 4Number of dining rooms: 3Number of shared bedrooms: 0Number of single bedrooms: 21On-site parkingOutdoor seating / entertainment areaQuiet areasWheelchair access

Engagement with people using the service

The views and feedback of our residents are key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is therefore continuous effort to improve and introduce new and different ways of engaging that are thoughtful and suitable. During the last financial year the following consultation methods were used: • 'Residents' Meetings' • Suggestion Boxes • Questionnaires for residents, families /
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Compliance and quality statement

Inspected - Areas for Improvement

Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.

We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1059.47
The maximum weekly fee payable during the last financial year?	£1059.47

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	27
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	33	0
Domestic staff	1	2
Catering staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	No staff have yet completed	Working towards all staff completing
Deputy Manager	No staff have yet completed	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	No staff have yet completed
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	No staff have yet completed	No staff have yet completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	Not relevant to this staff group
Care Worker	No staff have yet completed	Not relevant to this staff group
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	No staff have yet completed	No staff have yet completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	18	15	0
Domestic staff	1	0	0
Catering staff	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	18	15
Domestic staff	0	1
Catering staff	2	1

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	24	9
Domestic staff	0	0
Catering staff	3	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	1
Catering staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Fel Gweithiwr Gofal
Care Worker	12.5 days full time contracts 3 days a week, 11.5 hours full time nights

Service: Cynllun Cysylltu Bywydau

Service summary

Service Type	Adult Placement Service
Type of Care	None
Approval Date	30/09/2019
Maximum number of places	0
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Mari Wynne JonesGwynedd Council is registered to provide an Adult Placement Service in Wales.
How many people in total did the service provide care and support to during the last financial year?	32

Service management

Responsible Individual(s)	Mari Jones
Manager(s)	Medi Griffiths

Service contact details

Service Telephone Number	01758704145
Service Contact Email Address	medigriffths@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Welsh
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

Regular visits to individuals and inclusion of their views when updating the PCP and yearly review documents.

Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <p>Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>
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Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	3
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Care Worker	27	0
Other Staff	2	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Other Staff	No staff have yet completed	No staff have yet completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Other Staff	No staff have yet completed	No staff have yet completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Other Staff	No staff have yet completed	No staff have yet completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Other Staff	No staff have yet completed	No staff have yet completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Other Staff	No staff have yet completed	No staff have yet completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Care Worker	0	0	0
Other Staff	2	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Care Worker	0	27
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Care Worker	27	0
Other Staff	2	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Care Worker	27	0
Other Staff	2	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Shifftiau - unigolion hefo gweithiwr llawn amser

Service: Plas Y Don

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Maximum number of places	28
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Rhion GlynA maximum of 28 individuals can be accommodated at this service.Gwynedd Council is registered to provide a Care Home Service at Plas Y Don PLAS Y DON RESIDENTIAL HOME, BRO HELI, PWLLHELI LL53 5BD
How many people in total did the service provide care and support to during the last financial year?	38

Service management

Responsible Individual(s)	Rhion Glyn
Manager(s)	Nia Thomas

Service contact details

Service Telephone Number	01758612123
Service Contact Email Address	niathomas@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportGarden(s)Hairdressing / beauty servicesInternet accessNear public transportNumber of bathrooms with assisted bathing facilities: 5Number of bedrooms with en-suite facilities: 14Number of communal lounges: 5Number of dining rooms: 5Number of shared bedrooms: 0Number of single bedrooms: 27Outdoor seating / entertainment area

Engagement with people using the service

<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods were used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, professionals, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home</p>

Compliance and quality statement

<p>Inspected - Areas for Improvement</p> <p>Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.</p> <p>We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help</p>
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us keep improving and ensure people's experiences remain positive.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1059.47
The maximum weekly fee payable during the last financial year?	£1059.47

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	34
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	27	2
Domestic staff	1	0
Catering staff	3	0
Other Staff	2	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	All staff have completed	No staff have yet completed
Care Worker	All staff have completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	All staff have completed	No staff have yet completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	No staff have yet completed
Deputy Manager	All staff have completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	0	1	0
Care Worker	19	8	0
Domestic staff	1	0	0
Catering staff	3	0	0
Other Staff	2	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	4	23
Domestic staff	1	0
Catering staff	2	1
Other Staff	1	1

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	0	0
Care Worker	20	7
Domestic staff	1	0
Catering staff	3	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	1	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	2

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Nos - 9.45-7.30yb, shifftiau bore 5 staff, shifftiau prynhawn 4 staff, shifftiau nos 2 staff a un yn cysgu
Care Worker	Nos - 9.45-7.30yb, shifftiau bore 5 staff, shifftiau prynhawn 4 staff, shifftiau nos 2 staff a un yn cysgu

Service: Y Frondeg

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/09/2019
Maximum number of places	11
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Mari Wynne JonesA maximum of 11 individuals can be accommodated at this serviceGwynedd Council is registered to provide a Care Home Service at Y Frondeg, Maesincla, Caernarfon LL55 1RS
How many people in total did the service provide care and support to during the last financial year?	11

Service management

Responsible Individual(s)	Mari Jones
Manager(s)	Joan Povey

Service contact details

Service Telephone Number	01286674888
Service Contact Email Address	joanlouisewilliams@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Makaton

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceNumber of bathrooms with assisted bathing facilities: 1Number of bedrooms with en-suite facilities: 0Number of communal lounges: 1Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 11Outdoor play areaOutdoor seating / entertainment areaResidents' kitchenette / communal kitchen
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Engagement with people using the service

Discussing and making arrangements with users with the capacity to communicate their ideas.

Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <p>Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>
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Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1059.47
The maximum weekly fee payable during the last financial year?	£1059.47

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	22
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	31	4
Domestic staff	2	0
Catering staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	No staff have yet completed
Deputy Manager	All staff have completed	No staff have yet completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	All staff have completed	No staff have yet completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	Not relevant to this staff group
Care Worker	No staff have yet completed	Not relevant to this staff group
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	20	11	0
Domestic staff	2	0	0
Catering staff	2	1	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	3	28
Domestic staff	0	2
Catering staff	0	3

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	21	9
Domestic staff	0	2
Catering staff	2	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	1
Domestic staff	0	0
Catering staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Fel Gweithwyr Gofal
Care Worker	7.30am - 3pm, 3pm - 10m, 10pm - 7.45am. 5 staff ar shifft dydd, 2 Nos, ac 1 cysgu mewn

Service: Plas Pengwaith

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/09/2019
Maximum number of places	31
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Rhion GlynA maximum of 31 individuals can be accommodated at this serviceGwynedd Council is registered to provide a Care Home Service at PLAS PENGWAITH HOME FOR THE ELDERLY, MAES PADARN, CAERNARFON LL55 4TP
How many people in total did the service provide care and support to during the last financial year?	23

Service management

Responsible Individual(s)	Rhion Glyn
Manager(s)	Lorraine Powell

Service contact details

Service Telephone Number	01286870360
Service Contact Email Address	lorrainepowell@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Picture Exchange Communication System (PECS)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportClose to local shops / amenitiesGarden(s)Hairdressing / beauty servicesInternet accessNear public transportNumber of bathrooms with assisted bathing facilities: 4Number of bedrooms with en-suite facilities: 0Number of communal lounges: 5Number of dining rooms: 4Number of shared bedrooms: 0Number of single bedrooms: 29Outdoor seating / entertainment area

Engagement with people using the service

<p>The views and feedback of our residents are absolutely key to identifying what needs improvement, and absolutely core to the arrangements in place in terms of monitoring and review. There is the refore continuous efforts to improve and introduce new and different modes of engagement that are thoughtful and suitable. During the last financial year the following consultation methods were used: Residents' Meetings / and where suitable with families Suggestion Boxes Questionnaires for residents, families, representatives, professionals, commissioners and staff RI conversations with residents of the home The Area Manager's conversations with residents of the home</p>

Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <p>Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.</p>

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1059.47
The maximum weekly fee payable during the last financial year?	£1059.47

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	22
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	29	1
Domestic staff	5	1
Catering staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	No staff have yet completed	All staff have completed
Catering staff	No staff have yet completed	No staff have yet completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	No staff have yet completed
Deputy Manager	All staff have completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	All staff have completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	No staff have yet completed
Deputy Manager	No staff have yet completed	No staff have yet completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	No staff have yet completed	No staff have yet completed
Domestic staff	No staff have yet completed	No staff have yet completed
Catering staff	No staff have yet completed	No staff have yet completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	18	11	0
Domestic staff	2	3	0
Catering staff	1	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	1	28
Domestic staff	0	5
Catering staff	1	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	0	1
Care Worker	18	11
Domestic staff	1	0
Catering staff	1	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	4
Catering staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Fel Gweithwyr Gofal
Care Worker	6 weeks rolling rota, 5 staff am, 4 staff pm, 3 night shift, no 12 hr shifts

Service: Gwynedd Domiciliary Care Services - Older People, Supported Living & DERWEN

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	21/01/2020
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Marian Parry Hughes• Gwynedd Council is registered to provide a domiciliary support service in North Wales regional partnership area• The responsible individual for this service is Mari Wynne Jones• The responsible individual for this service is Aled Wyn Gibbard
How many people in total did the service provide care and support to during the last financial year?	559

Service management

Responsible Individual(s)	Mari Jones, Aled Gibbard, Marian Hughes
Manager(s)	Mark Jones, Davy Evans, Manon Fon Owen, Robert Andrew Whitten, Emma Roberts

Service contact details

Service Telephone Number	01286 679003
Service Contact Email Address	mariwynnejones@gwynedd.llyw.cymru

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

<p>The Home Care service is keen to hear and receive feedback from those receiving the service, their families, and the professionals who assess their care needs. This will be done formally through sending and receiving responses to a Questionnaire by post, following meetings or visits to the homes of individuals receiving the service. Questionnaires were sent to five individual groups – Service Users, Relatives, Care Staff, Care Coordinators, and Professional Colleagues. We trialed a combination of receiving feedback by post, and online using Limesurvey. Another method of receiving feedback is through direct contact with those receiving the service. Visit was arranged to an Extra Care Housing establishment to meet with the tenants, and the Registered Manager had the opportunity to converse and receive comments and feedback about the service. Ongoing discussions are taking place at both management and operational levels regarding the provision and the need to adapt the provision.</p>
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Compliance and quality statement

<p>Inspected - Delivering Quality Care</p> <p>During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.</p> <p>We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£24.85
The maximum hourly rate payable during the last financial year?	£24.85

Complaints processed by the service

Total number of formal complaints made during the last financial year	5
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	5

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	234
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	3	0
Care Worker	332	27
Social Worker	19	2
Occupational Therapist	2	1
Other Staff	7	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Social Worker	Working towards all staff completing	Working towards all staff completing
Occupational Therapist	All staff have completed	All staff have completed
Other Staff	Working towards all staff completing	Working towards all staff completing

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Social Worker	Working towards all staff completing	Working towards all staff completing
Occupational Therapist	All staff have completed	All staff have completed
Other Staff	Working towards all staff completing	Working towards all staff completing

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Social Worker	Working towards all staff completing	Working towards all staff completing
Occupational Therapist	All staff have completed	All staff have completed
Other Staff	Working towards all staff completing	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Social Worker	Working towards all staff completing	Working towards all staff completing
Occupational Therapist	All staff have completed	All staff have completed
Other Staff	Working towards all staff completing	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Social Worker	Working towards all staff completing	Working towards all staff completing
Occupational Therapist	All staff have completed	All staff have completed
Other Staff	Working towards all staff completing	Working towards all staff completing

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	3	0	0
Care Worker	57	275	0
Social Worker	19	0	0
Occupational Therapist	2	0	0
Other Staff	7	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Care Worker	0	0
Social Worker	0	0
Occupational Therapist	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	3	0
Care Worker	12	320
Social Worker	19	0
Occupational Therapist	2	0
Other Staff	7	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	3	0
Care Worker	45	287
Social Worker	19	0
Occupational Therapist	2	0
Other Staff	7	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Care Worker	0	0
Social Worker	0	0
Occupational Therapist	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Yn unol ar galw